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Mary Anza

(Signature of person mailing paper)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)

Steven E. Gardell et al.)

Application No.: 09/177,700)

Filed: October 23, 1998)

For: MULTI-LINE APPEARANCE)
TELEPHONE VIA A COMPUTER)
NETWORK)

Group Art Unit: 2662

Examiner: H. Nguyen

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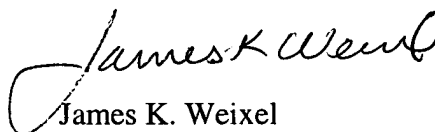
BRIEF ON APPEALASSISTANT COMMISSIONER FOR PATENTS
WASHINGTON, DC 20231

Dear Sir:

Enclosed herewith is a Brief on Appeal in the above-referenced application, filed in triplicate. Please charge the required fee of \$320.00 to Deposit Account No. 07-2339.

The Assistant Commissioner for Patents is also authorized to charge any additional fee required by the submission of these papers, or to credit any overpayment to Deposit Account 07-2339. One additional copy of this letter is enclosed herewith.

Respectfully submitted,



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Enclosures



PATENT
Docket No. 97-813RCE1

#24/APPEAL
BRIEF
ALLMS
12/10/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES

In re Application of:)	
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Steven E. GARDELL et al.)	Group Art Unit: 2662
)	
Serial No.: 09/177,700)	Examiner: H. Nguyen
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NETWORK)	

APPEAL BRIEF

Commissioner for Patents
Washington, D.C. 20231

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Sir:

This Appeal Brief is submitted in response to the final Office Action, mailed August 5, 2002, and in support of the Notice of Appeal, filed October 2, 2002.

I. REAL PARTY IN INTEREST

The real party in interest in this appeal is Verizon Laboratories Inc.

II. RELATED APPEALS AND INTERFERENCES

Appellants are unaware of any related appeals or interferences.

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III. STATUS OF CLAIMS

Claims 1-19 are pending in this application.

Claims 1-3 and 6-16 have been rejected under 35 U.S.C. § 103(a) as unpatentable over Kumar et al. (U.S. Patent No. 6,006,253) in view of Pang et al. (U.S. Patent No. 6,298,045).

Claims 4, 5, and 17-19 have been rejected under 35 U.S.C. § 103(a) as unpatentable over Kumar et al. in view of Skarbo et al. (U.S. Patent No. 5,546,447) and Pepper et al. (U.S. Patent No. 5,930,700).

Claims 1-19 are the subject of the present appeal.

IV. STATUS OF AMENDMENTS

No amendments have been filed subsequent to the final Office Action that was mailed August 5, 2002.

V. SUMMARY OF THE INVENTION

The present invention is directed to systems and methods for establishing various forms of multi-line appearance capabilities within a computer network (page 4). The systems and methods provide different multi-line appearance variations, including the capability of presenting multiple active lines to a user at a terminal end-point, the presentation of "key system" behavior, and the presentation of "attendant/attendee" behavior (page 4).

According to one implementation consistent with the present invention and with reference to Figs. 1 and 2, a call placed by a user on the Public Switched Telephone Network (PSTN) is received by gateway 12 (page 8). Gateway 12 performs translations from switched

circuit network compatible signals into computer network compatible signals (page 8). Gateway 12 transmits the translated signal to gatekeeper 14, which performs an access control function in order to authorize the call from the caller (page 8).

For authorized calls, gatekeeper 14 directs gateway 12 to establish a signaling path directly to a signal routing device (e.g., call control service entity (CCSE) 16) (page 8). CCSE 16 uses a logical address associated with the call to determine the address of the corresponding terminal end-point (page 8). For example, CCSE 16 may use a configuration database 18 as an association or look-up table for determining the address of the terminal end-point (page 8). CCSE 16 routes the call to the terminal end-point, which is programmed to display the incoming call as a line appearance on a graphical user interface (page 8).

When more than one incoming call seeks to connect to a particular terminal end-point, CCSE 16 routes the appropriate line appearance messages to the terminal end-point and the terminal end-point displays each of the line appearance messages (page 9). In this case, CCSE 16 may simultaneously transmit plural line appearance messages to the particular terminal end-point (page 4).

In the "key system" situation, a single incoming call is routed to multiple end-points (page 9). In this case, CCSE 48 (Fig. 3) sends line appearance messages at approximately the same time to the multiple end-points (pages 10 and 11). For example, line appearance messages associated with an incoming call to a main company number may be routed to every terminal end-point in the company (page 12).

In the "attendant/attendee" situation, a single incoming call is routed to multiple end-points (page 9). In this situation, however, one of the end-points is actually the target end-point

of the caller (page 9). CCSE 48 accesses a configuration database 56 to determine the terminal end-point or end-points that are to receive line appearance messages corresponding to the incoming call (page 12). When the dialed phone number is directed to an "attende's" phone line, CCSE 48 virtually simultaneously sends line appearance messages associated with the incoming call to the attendee terminal end-point and any associated attendant terminal end-point(s) (page 12). When the dialed phone number is directed to an "attendant's" phone line, however, CCSE 48 sends a line appearance message associated with the incoming call only to the attendant's terminal end-point (page 12).

VI. GROUPING OF CLAIMS

Appellants are satisfied to let claims 1-8 stand or fall together. Appellants elect claim 1 as representative of the group.

Appellants are also satisfied to let claims 9-18 stand or fall together. Appellants elect claim 9 as representative of the group.

Claim 19 does not stand or fall together with any of the other claims for the reasons discussed in the Argument section below.

VII. ISSUES

- A. Whether claims 1-3 and 6-16 are unpatentable over Kumar et al. (U.S. Patent No. 6,006,253) in view of Pang et al. (U.S. Patent No. 6,298,045); and
- B. Whether claims 4, 5, and 17-19 are patentable over Kumar et al. (U.S. Patent No. 6,006,253) in view of Skarbo et al. (U.S. Patent No. 5,546,447) and Pepper et al.

(U.S. Patent No. 5,930,700).

VIII. ARGUMENT

- A. **The rejection of claims 1-3 and 6-16 under 35 U.S.C. § 103(a) as unpatentable over the Kumar et al. reference (U.S. Patent No. 6,006,253) in view of the Pang et al. reference (U.S. Patent No. 6,298,045) should be REVERSED.**

1. The Rejections.

Claims 1-3 and 6-16 stand finally rejected under 35 U.S.C. § 103(a) as unpatentable over Kumar et al. in view of Pang et al.

As stated above with regard to the groupings of the claims, claim 1 is representative of the group of claims including claims 2, 3, and 6-8, and claim 9 is representative of the group of claims including claims 10-16.

In rejecting claim 1, the Examiner alleged that Kumar et al. discloses a gateway 122 that communicates between PSTN 170 and computer H.323 terminals. Final Office Action, page 2. The Examiner further alleged that gateway 122 provides appropriate conversions between different network types. Final Office Action, page 2. The Examiner also alleged that a multipoint control unit 126 comprises a manager control that is connected with gateway 122 and the H.323 terminals. Final Office Action, page 2.

The Examiner admitted that Kumar et al. does not disclose a signal routing agent that is programmed to simultaneously transmit plural line appearance signals that identify origins of incoming calls to the selected terminal. Final Office Action, page 2. The Examiner alleged, however, that Pang et al. discloses that incoming calls from telephones 12 are established

through PBX 50 to office attendant type monitors 24 using T1 lines. Final Office Action, page 2.

The Examiner further alleged that computer monitor 24 is configured to simultaneously receive incoming calls via multiple T1 channels. Final Office Action, page 3.

In rejecting claim 9, the Examiner alleged that Kumar et al. discloses a gatekeeper 124 that provides control access over a network in such a way that gatekeeper 124 is connected with a gateway 122 and a MCU 126. Final Office Action, pages 3 and 4.

2. The Kumar et al. and Pang et al. References.

Kumar et al. discloses an H.323 system that provides a back-channel for receiver terminals in a loosely-coupled conference. Column 2, lines 46-63; Fig. 1.

Pang et al., on the other hand, discloses a platform by which voice and data communications may occur in multiple modes and various protocols. Column 2, lines 22-25.

3. The Argument.

The initial burden of establishing a prima facie basis to deny patentability to a claimed invention is always upon the Examiner. In re Oetiker, 977 F.2d 1443, 24 USPQ2d 1443 (Fed. Cir. 1992). In rejecting a claim under 35 U.S.C. § 103, the Examiner must provide a factual basis to support the conclusion of obviousness. In re Warner, 379 F.2d 1011, 154 USPQ 173 (CCPA 1967). Based upon the objective evidence of record, the Examiner is required to make the factual inquiries mandated by Graham v. John Deere Co., 86 S.Ct. 684, 383 U.S. 1, 148 USPQ 459 (1966). The Examiner is also required to explain how and why one having ordinary skill in the art would have been led to modify an applied reference and/or combine applied references to arrive at the claimed invention. Uniroyal, Inc. v. Rudkin-Wiley Corp., 837 F.2d 1044, 5 USPQ2d 1434 (Fed. Cir. 1988).

In establishing motivation, it has been consistently held that the requisite motivation to support the conclusion of obviousness is not an abstract concept, but must stem from the prior art as a whole to impel one having ordinary skill in the art to modify a reference or combine references with a reasonable expectation of successfully achieving some particular realistic objective. See, for example, Interconnect Planning Corp. v. Feil, 227 F.2d 1132, 227 USPQ 543 (Fed. Cir. 1985). Consistent legal precedent admonishes against the indiscriminate combination of prior art references. Carella v. Starlight Archery, 804 F.2d 135, 231 USPQ 644 (Fed. Cir. 1986); Ashland Oil, Inc. v. Delta Resins & Refractories, Inc., 776 F.2d 281, 227 USPQ 657 (Fed. Cir. 1985).

With these principles in mind, claim 1 recites a combination of features, including a gateway and a signal routing agent. The gateway communicates with a switched circuit network and translates switched circuit network-compatible signals into computer network-compatible signals. The signal routing agent communicates with the gateway and with one or more terminals. The signal routing agent receives plural incoming calls from the gateway addressed to a selected one of the terminals and simultaneously transmits plural line appearance signals that identify origins of the incoming calls to the selected terminal.

Neither Kumar et al. nor Pang et al., whether taken alone or in any reasonable combination, discloses or suggests this claimed combination of features. Among other things, neither of the references, alone or in combination, discloses or suggests a signal routing agent that receives plural incoming calls addressed to a selected one of the terminals and simultaneously transmits plural line appearance signals that identify the origins of the incoming calls to the selected terminal.

The Examiner admitted that Kumar et al. does not disclose these features. Final Office Action, page 2. The Examiner alleged, however, that Pang et al. discloses that incoming calls from telephones 12 are established through PBX 50 to office attendant type monitors 24 using T1 lines. Final Office Action, page 2. The Examiner further alleged that computer monitor 24 is configured to simultaneously receive incoming calls via multiple T1 channels. Final Office Action, page 3. It appears that the Examiner seemingly alleged that Pang et al. discloses transmitting a plurality of incoming calls simultaneously, citing column 42, lines 25-35, of Pang et al. for support. Final Office Action, page 3. Appellants respectfully disagree.

At column 42, lines 25-34, Pang et al. discloses:

In accordance with such embodiments, T-1 trunks may be configured in an intuitive point and click manner, thereby facilitating remote administration and configuration of such resources. As a particular example, multiple T-1 channels may be selected in FIG. 16B as a block with the mouse or pointer, and such block-selected T-1 channels may then be simultaneously configured (e.g., configure to be enabled/disabled, configure signaling, configure trunk groups, etc.). With such a click and block select operation, multiple T-1 channels may be configured in a group.

Nowhere in this section does Pang et al. disclose a signal routing agent that receives plural incoming calls addressed to a selected one of the terminals, as recited in claim 1. Moreover, this section of Pang et al. does not disclose simultaneously transmitting plural line appearance signals that identify origins of the incoming calls to the selected terminal, as further recited in claim 1.

The Examiner alleged that Pang et al. discloses multiple line appearance signals and cited column 16, lines 20-40, of Pang et al. for support. Appellants respectfully disagree.

At column 16, lines 20-40, Pang et al. discloses:

Referring now to FIGS. 8A to 8D, exemplary windows from illustrative preferred embodiments of office attendant-type programs in accordance with the present

invention will now be described. As illustrated in FIG. 8A window 130 includes one or more line displays 132 (five are shown in FIG. 8A for illustrative purposes) for indicating various telephone lines available in the particular application of communications system 50. The number of telephone lines, of course, may be tailored for the particular application. Preferably positioned adjacent to line displays 132 is call/line status display 148 for displaying symbols adjacent to each line indicative of the status of the line, such as idle, phone ringing, active call in progress, call on hold, hold recall alert, etc. Status display 148 provides a ready visual indicator to the user of the office attendant-type program of the status of the various telephone lines that are being monitored. Also adjacent to the line displays (as illustrated adjacent to status display 148) are user identification displays 150, which serves to display the name and/or extension or telephone number of one or both parties to a call. In certain embodiments, caller ID type information may be obtained by communications system 50 from an appropriate interface card (see interface cards 82 of FIG. 3) and also displayed on displays 150.

The line displays 132 described by Pang et al. correspond to telephone lines that are being monitored. Column 16, lines 33-36. The line displays 132 display the name, extension, and/or telephone number of one or both parties to a call. Column 16, lines 36-38. Therefore, the line displays 132 of Pang et al. correspond to different calls between different terminals. Pang et al. does not disclose that the line displays display plural line appearance signals intended for the same terminal.

Accordingly, neither Kumar et al. nor Pang et al., whether taken alone or in any reasonable combination, discloses or suggests a signal routing agent that receives plural incoming calls addressed to a selected terminal and simultaneously transmits plural line appearance signals that identify the origins of the incoming calls to the selected terminal. As such, the Examiner has failed to establish a prima facie case under 35 U.S.C. § 103. The rejection of claim 1 under 35 U.S.C. § 103(a) is, therefore, improper and should be withdrawn.

In addition, the Examiner has not explained how and why one of ordinary skill in the art at the time of Appellants' invention would have been motivated to combine the various features

of Kumar et al. and Pang et al. Indeed, Appellants believe that it would not be reasonable to combine features of a system that provides a back-channel for receiver terminals in a loosely-coupled conference (Kumar et al.) with a platform that permits voice and data communications to occur in multiple modes and various protocols (Pang et al.).

The only apparent motivation for combining the references is found in Appellants' own disclosure which, of course, may not properly be relied upon to support the ultimate legal conclusion of obviousness under 35 U.S.C. § 103. Absent such impermissible hindsight reasoning, one of ordinary skill in the art, having the Kumar et al. reference, would not have been motivated to modify the reference in the manner suggested by the Examiner.

Further, neither of the references suggests the modification of references set forth by the Examiner. For example, Kumar et al. provides no reason or desire for combining the disclosed loosely-coupled conferencing system with the office attendant type program of Pang et al. Therefore, the Examiner's combination of the references is improper.

Accordingly, it is respectfully submitted that independent claim 1 is patentable over the Kumar et al. reference and the Pang et al. reference, whether taken alone or in any reasonable combination. Reversal of the rejection is respectfully requested.

Independent claim 9 recites a combination of features, including a signal routing agent, a gateway, and at least one gatekeeper. The gateway receives an incoming call and translates the call into computer network-compatible signals. The gatekeeper communicates with the gateway and in response to receipt of the incoming call, controls the gateway to transmit the computer network-compatible signals to the signal routing agent. The signal routing agent, in response to receipt of the computer network-compatible signals, identifies corresponding ones of the

terminals assigned to receive the computer network-compatible signals and transmits line appearance messages that identify the origin of the incoming call to each of the terminals.

Neither Kumar et al. nor Pang et al., whether taken alone or in any reasonable combination, discloses or suggests this claimed combination of features. Among other things, neither of the references, alone or in combination, discloses or suggests a signal routing agent that receives computer network-compatible signals corresponding to an incoming call, identifies corresponding terminals assigned to receive the signals, and transmits line appearance messages that identify the origin of the incoming call to each of the terminals.

The Examiner asserted that Kumar et al. discloses a gatekeeper 124 that provides control access over a network in such a way that gatekeeper 124 is connected with a gateway 122 and a MCU 126. Final Office Action, pages 3 and 4. The Examiner failed, however, to address the features described above with regard to claim 9. Kumar et al. does not disclose or suggest these features. The disclosure of Pang et al. provides nothing to cure these deficiencies in the disclosure of Kumar et al. Therefore, the Examiner has failed to establish a prima facie case under 35 U.S.C. § 103. The rejection under 35 U.S.C. § 103(a) with regard to claim 9 is, therefore, improper and should be withdrawn.

Accordingly, it is respectfully submitted that independent claim 9 is patentable over the Kumar et al. reference and the Pang et al. reference, whether taken alone or in any reasonable combination. Reversal of the rejection is respectfully requested.

B. The rejection of claims 4, 5, and 17-19 under 35 U.S.C. § 103(a) as unpatentable over the Kumar et al. reference (U.S. Patent No. 6,006,253) in

view of the Skarbo et al. reference (U.S. Patent No. 5,546,447) and the Pepper et al. reference (U.S. Patent No. 5,930,700) should be REVERSED.

1. The Rejections.

Claims 4, 5, and 17-19 stand finally rejected under 35 U.S.C. § 103(a) as unpatentable over Kumar et al. in view of Skarbo et al. and Pepper et al.

It is first noted that the Examiner rejected claims 4, 5, and 17-19 over a combination of Kumar et al., Skarbo et al., and Pepper et al. In rejecting the claims, however, the Examiner did not rely on any portion of Skarbo et al. This error in the rejection was brought to the Examiner's attention in the Request for Reconsideration that was filed May 7, 2002. The Examiner maintained the rejection in the final Office Action without clarifying the reasons why the Skarbo et al. reference was being cited.

As stated above with regard to the groupings of the claims, claims 4 and 5 stand or fall with claim 1. The disclosures of Skarbo et al. and Pepper et al. provide nothing to cure the deficiencies in the disclosures of Kumar et al. and Pang et al. noted above with regard to claim 1. Therefore, the rejection of claims 4 and 5 should be reversed for at least the reasons given with regard to claim 1.

As stated above with regard to the groupings of the claims, claims 17 and 18 stand or fall with claim 9. The disclosures of Skarbo et al. and Pepper et al. provide nothing to cure the deficiencies in the disclosures of Kumar et al. and Pang et al. noted above with regard to claim 9. Therefore, the rejection of claims 17 and 18 should be reversed for at least the reasons given with regard to claim 9.

With regard to claim 19, the Examiner admitted that Kumar et al. does not disclose a database that determines terminals corresponding to a dialed number. Final Office Action, page 5. The Examiner alleged that Pepper et al. discloses a database 308 that communicates with a personal digital assistant (PDA) 200. Final Office Action, page 5. The Examiner alleged that database 308 automatically synchronizes with the information stored in the subscriber's PDA 200. Final Office Action, page 5.

2. The Skarbo et al. and Pepper et al. References.

Skarbo et al. discloses a system for displaying caller identification information in a computer system. Column 2, lines 23-25. The caller identification information includes the caller's name, address, and business information in a business card format. Column 1, lines 58-63.

Pepper et al. discloses a system that allows a subscriber to have incoming telephone calls screened in order to identify those calls that are of the highest importance to the subscriber. Column 4, lines 62-65. The subscriber controls the system by manipulating user-friendly interfaces to store information into databases, including a database containing names and telephone numbers and a client priority list, and a database containing an appointment calendar that may include locations and delivery addresses. Column 4, line 65 - column 5, line 5.

3. The Argument.

As discussed previously, the initial burden of establishing a prima facie basis to deny patentability to a claimed invention is always upon the Examiner. In re Oetiker, 977 F.2d 1443, 24 USPQ2d 1443 (Fed. Cir. 1992). In rejecting a claim under 35 U.S.C. § 103, the Examiner must provide a factual basis to support the conclusion of obviousness. In re Warner, 379 F.2d

1011, 154 USPQ 173 (CCPA 1967). Based upon the objective evidence of record, the Examiner is required to make the factual inquiries mandated by Graham v. John Deere Co., 86 S.Ct. 684, 383 U.S. 1, 148 USPQ 459 (1966). The Examiner is also required to explain how and why one having ordinary skill in the art would have been led to modify an applied reference and/or combine applied references to arrive at the claimed invention. Uniroyal, Inc. v. Rudkin-Wiley Corp., 837 F.2d 1044, 5 USPQ2d 1434 (Fed. Cir. 1988).

In establishing motivation, it has been consistently held that the requisite motivation to support the conclusion of obviousness is not an abstract concept, but must stem from the prior art as a whole to impel one having ordinary skill in the art to modify a reference or combine references with a reasonable expectation of successfully achieving some particular realistic objective. See, for example, Interconnect Planning Corp. v. Feil, 227 F.2d 1132, 227 USPQ 543 (Fed. Cir. 1985). Consistent legal precedent admonishes against the indiscriminate combination of prior art references. Carella v. Starlight Archery, 804 F.2d 135, 231 USPQ 644 (Fed. Cir. 1986); Ashland Oil, Inc. v. Delta Resins & Refractories, Inc., 776 F.2d 281, 227 USPQ 657 (Fed. Cir. 1985).

With these principles in mind, claim 19 recites a combination of features of a method for establishing an attendant/attendee relationship between plural terminal end-points via an H.323-based communication system. The method includes creating a configuration database storing attendant and attendee relationships between respective ones of the terminal end-points; receiving an incoming call addressed to a particular number; accessing the configuration database to determine if the number corresponds to an attendant or attendee terminal end-point; if the number corresponds to an attendant terminal end-point, transmitting a line appearance that

identifies an origin of the incoming call to the attendant terminal end-point; and if the number corresponds to an attendee terminal end-point, transmitting line appearances that identify the origin of the incoming call to the attendee terminal end-point and to the attendant terminal end-point associated in the configuration database with the attendee.

Neither Kumar et al., Skarbo et al., nor Pepper et al., whether taken alone or in any reasonable combination, discloses or suggests these features. For example, each of the references is silent with regard to an attendant/attendee relationship, where if a number corresponds to an attendant terminal end-point, a line appearance that identifies an origin of the incoming call is transmitted to the attendant terminal end-point, and if the number corresponds to an attendee terminal end-point, line appearances that identify the origin of the incoming call are transmitted to the attendee terminal end-point and to the attendant terminal end-point associated in a configuration database with the attendee.

To date, the Examiner has not addressed these particular features. In every response filed by Appellants, Appellants have noted these deficiencies in the Examiner's rejection of claim 19. In every subsequent Office Action, the Examiner maintained the rejection of claim 19 without addressing Appellants' arguments. As such, the Examiner has failed to establish a prima facie case under 35 U.S.C. § 103. The rejection under 35 U.S.C. § 103(a) with regard to claim 19 is, therefore, improper and should be withdrawn.

In addition, the Examiner has not explained how and why one of ordinary skill in the art at the time of Appellants' invention would have been motivated to combine various features of Kumar et al., Skarbo et al., and Pepper et al. Indeed, Appellants believe that it would not be reasonable to combine features of a system that provides a back-channel for receiver terminals in

a loosely-coupled conference (Kumar et al.) with a system for displaying caller identification information (Skarbo et al.) and a system for automatically screening calls (Pepper et al.).

The only apparent motivation for combining the references is found in Appellants' own disclosure which, of course, may not properly be relied upon to support the ultimate legal conclusion of obviousness under 35 U.S.C. § 103. Absent such impermissible hindsight reasoning, one of ordinary skill in the art, having the Kumar et al. reference, would not have been motivated to modify the reference in the manner suggested by the Examiner.

Further, none of the references suggests the modification of references set forth by the Examiner. For example, neither Skarbo et al. nor Pepper et al. provides any reasons or desire for combining their features with the loosely-coupled conferencing system of Kumar et al., and vice versa. That is, Kumar et al. provides no reasons or desire for combining the disclosed loosely-coupled conferencing system with the systems of Skarbo et al. and/or Pepper et al. Therefore, the Examiner's combination of the references is improper.

Accordingly, it is respectfully submitted that independent claim 19 is patentable over the Kumar et al. reference, the Skarbo et al. reference, and the Pepper et al. reference, whether taken alone or in any reasonable combination. Reversal of the rejection is respectfully requested.

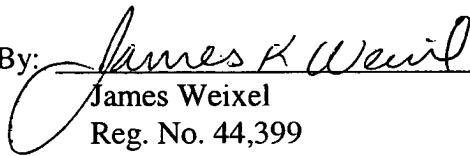
IX. CONCLUSION

In view of the foregoing arguments, Appellants respectfully solicit the Honorable Board to reverse the Examiner's rejection of claims 1-19 under 35 U.S.C. § 103.

To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper,

including extension of time fees, to Deposit Account No. 07-2339 and please credit any excess fees to such deposit account.

Verizon Services Group

By: 
James Weixel
Reg. No. 44,399

Date:

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APPENDIX

1. A communication system for interacting with a switched circuit network and for providing multiple line appearances at a terminal of a computer network, the system comprising:

a gateway in communication with the switched circuit network, the gateway being operative to translate switched circuit network-compatible signals into computer network-compatible signals; and

a signal routing agent in communication with the gateway and with one or more terminals, the signal routing agent being operative to receive plural incoming calls from the gateway addressed to a selected one of the terminals and programmed to simultaneously transmit plural line appearance signals that identify origins of the incoming calls to the selected terminal.

2. The system of claim 1, wherein said terminal includes a user interface configured to simultaneously display multiple line appearance messages that identify the origins of the incoming calls as received from the signal routing agent.

3. The system of claim 1 for use with plural interrelated terminals in a key system configuration, and wherein:

the signal routing agent is in communication with the respective terminals, and is responsive to receipt of an incoming call to transmit a corresponding line appearance signal that identifies an origin of the incoming call to each of the respective terminals.

4. The system of claim 1 further including:

a configuration database storing terminal information; and wherein:

the signal routing agent is responsive to receipt of an incoming call addressed to one of the terminals to access the configuration database, identify one or more terminals to receive line appearances that identify an origin of the incoming call, and transmit a line appearance message to the identified one or more terminals.

5. The system of claim 4 wherein:

the configuration database comprises an association table.

6. The system of claim 1 wherein:

the signal routing agent comprises a call routed gatekeeper.

7. The system of claim 1 wherein:

the signal routing agent comprises a call control service entity.

8. The system of claim 1 wherein:

the gateway and signal routing agent are constructed to operate under an H.323 standard.

9. A communication system for mapping a single incoming call concurrently to

plural terminals of a computer network, the system comprising:

a signal routing agent;

a gateway adapted to receive the incoming call, the gateway being operative to translate

the incoming call into computer network-compatible signals;

at least one gatekeeper in communication with the gateway and responsive to receipt of the incoming call to control the gateway to transmit the computer network-compatible signals to the signal routing agent; and

the signal routing agent being responsive to receipt of the computer network-compatible signals to identify corresponding ones of the terminals assigned to receive the computer network-compatible signals and to transmit line appearance messages that identify an origin of the incoming call to each of the terminals.

10. The system of claim 9 further including:

a configuration database storing data associating numbers of incoming calls to corresponding terminals; and wherein:

the signal routing agent is programmed to access the configuration database to identify the terminals.

11. The system of claim 9 further including:

a second gatekeeper, said at least one gatekeeper being in communication with the gateway and said second gatekeeper being in communication with said at least one gatekeeper, the signal routing agent, and the terminals.

12. The system of claim 9 wherein:

the signal routing agent comprises a call control service entity.

13. The system of claim 9 wherein:

the signal routing agent comprises a call routed gatekeeper.

14. The system of claim 12 wherein:

the call control service entity comprises a multi-point control unit and a call manager.

15. A method of concurrently displaying plural line appearances at a terminal end-point in a computer network, comprising the steps of:

receiving plural incoming calls directed to a particular address;

accessing a configuration database to identify at least one end-point associated with the address;

transmitting plural line appearance signals that identify origins of the incoming calls to each of the end-points; and

displaying the plural line appearances at each of the end-points.

16. The method of claim 15 wherein the step of displaying comprises generating a scrollable list of the plural line appearances.

17. A method of mapping a single incoming call addressed to a particular dialed number to plural terminals via an H.323-based communication system, comprising the steps of:

receiving the incoming call;

translating the incoming call into an H.323-compatible signal;
accessing a configuration database to identify the terminals corresponding to the dialed number; and
transmitting line appearance signals that identify an origin of the incoming call to each of the identified terminals.

18. The method of claim 17 wherein the line appearance signals are transmitted approximately simultaneously.

19. A method of establishing an attendant/attendee relationship between plural terminal end-points via an H.323-based communication system, comprising the steps of:

creating a configuration database storing attendant and attendee relationships between respective ones of the terminal end-points;

receiving an incoming call addressed to a particular number;

accessing the configuration database to determine if the number corresponds to an attendant or attendee terminal end-point;

if the number corresponds to an attendant terminal end-point, transmitting a line appearance that identifies an origin of the incoming call to the attendant terminal end-point; and

if the number corresponds to an attendee terminal end-point, transmitting line appearances that identify the origin of the incoming call to the attendee terminal end-point and to the attendant terminal end-point associated in the configuration database with the attendee.